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ABSTRACT

The 11 essays in this book address the issue of whether total quality management at institutions of higher learning offers the same benefits and promises as it does in other sectors. Titles include: (1) "Toward an Understanding of Total Quality Management: Its Relevance and Contribution to Higher Education" (Ronald R. Sims and Serbrenia J. Sims); (2) "Higher Education and Total Quality Management: Taking Lessons from Government and Business Ventures" (Lois A. Waters); (3) "Total Quality Management in Higher Education: Opportunities and Obstacles" (Gary Bonvillian and Terry L. Dennis); (4) "Impediments To Overcome if Academia Is Going to Successfully Embrace Total Quality Management" (Walter J. Wheatley); (5) "The Campus Administrative Improvement Program" (Annie B. Woolridge); (6) "Quality in Higher Education: A Case Study of the Road to Total Quality Service in the Houston Community College System" (Marcia Edwards Hardney); (7) "A Rose by Any Other Name: Applying Total Quality Management to Higher Education" (Suzette M. Jelinek and others); (8) "How to Improve Student Outcomes in Higher Education by Applying Total Quality Management Tools" (Serbrenia J. Sims); (9) "Engaging Faculty in Continuous Improvement and Change Initiatives" (Susan West Engelkemeyer); (10) "Process Improvement at the Carlson School of Management, University of Minnesota: A Case Study" (Donald R. Bell); and (11) "Dedication to Kaizen: Empowerment in an Organization Behavior Classroom and in Toyota Motor Manufacturing" (Kenneth L. Murrell, William J. Easdale, and Lap T. Ton). (Some selections contain references and a bibliography contains 38 references.) (CH)

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